



COMDTINST 5711.3
23 FEB 2004

COMMANDANT INSTRUCTION 5711.3

Subj: COMMAND CENTER STANDARDIZATION TEAM

1. PURPOSE. This Instruction formally establishes and charters the Command Center Standardization Team (formerly Operations Center Standardization Team) as a component of the National Search and Rescue School Division of Training Center Yorktown.
2. ACTION. All commanding officers, Area and district commanders, commanders of maintenance and logistics commands, commanding officers of Headquarters units, assistant commandants for directorates, Chief Counsel, and special staff offices at Headquarters shall ensure compliance with the provisions of this Instruction. Internet release authorized.
3. DIRECTIVES AFFECTED. The undated document "National SAR School OPCEN Standardization Team (OST) Charter" signed by E. R. Riutta is hereby cancelled.
4. DISCUSSION. The Operations Center Standardization Team was established by the Assistant Commandant for Operations in 2000 to improve the assessment and performance of Coast Guard district and group-level command centers and operations centers. This team provides valuable information to headquarters program managers and field commanders, which is used to improve the support and operation of these crucial command and control nodes.
5. PROCEDURES. See enclosure (1) "Command Center Standardization Team Charter".
6. SUMMARY OF CHANGES. This instruction renames this team to reflect standard nomenclature and reissues its charter to update the team's tasking. Changes reflected in this new charter include:

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- a. More clearly outlining the team's purpose and relationships
 - b. Evaluating the broad range of AOR-specific skill sets needed to perform Coast Guard operations at the command center level
 - c. Adding a requirement to publish an annual summary of assessment results
7. CHANGES. Subsequent changes to this document will be issued as updated versions of this Commandant Instruction. Suggested changes should be sent to Commandant (G-OPR-1).
8. FORMS/REPORTS. None.

D. S. Belz /s/
Assistant Commandant for Operations

Encl: (1) Command Center Standardization Team Charter



Command Center Standardization Team Charter



VISION: The world standard for maritime command and control

MISSION: Ensure command center excellence and readiness

BACKGROUND: Coast Guard command centers control, coordinate and supervise the conduct of Search and Rescue (SAR), Security, Law Enforcement, Marine Safety and other patrol and response missions at the group, district, and area levels.¹ It is essential that they be properly equipped and properly staffed with personnel that have the requisite skills and expertise to ensure safe and effective operations.

The National SAR School has long been the service's repository for expertise and best practices concerning operation of command centers. Establishment of the Command Center Standardization Team (CCST) as a component and function of the National SAR School enables this expertise to be brought to bear during on-site assessments of the over 50 command centers operated by the Coast Guard.

PURPOSE: The primary role of the CCST is to:

- Support policy and resource decisions by the command center program manager, Commandant (G-OPR), through evaluating and reporting on service-wide command center effectiveness.

CCST secondary roles are to:

- Provide important feedback to operational commanders and individuals to enable performance improvement.
- Provide training and technical information to assessed units as time allows. Provide feedback to the National SAR School and related training programs to improve curricula and delivery.
- Collect best practices and establishes standards for the operation of Coast Guard command centers

¹ As the USCG Headquarters Command Center does not exercise direct, tactical control over assets, it is not currently included in the units assessed by this charter and standardization team. Irrespective of this, the Headquarters command center shall be aligned as closely as practical to the equipment, doctrine, training and procedures of command centers at lower echelons.

TASKING: The Command Center Standardization Team shall:

- Perform biennial assessments of every group-level, activities-level and district/area-level command center. These assessments shall include all facets of operation that significantly impact readiness, to include:
 - Material adequacy and readiness
 - Staffing adequacy
 - Expertise and experience of assigned personnel
 - Operational procedures, organization, and doctrine
 - Command support and involvement
 - Training and certification programs
 - Adherence to service-wide established standards and best practices
- Conduct trend analysis on assessment results and make recommendations to Commandant (G-OPR) accordingly. At least yearly, compile and document recommendations for changes to publications, instructions and procedures. Provide these to OPR for further promulgation.
- At the end of each fiscal year, compile a year-end report regarding service-wide command center performance and submit to Commandant for further publication.
- Provide evaluated units a complete report of findings prior to departing an assessment site. This report shall also be provided to Commandant and the unit's chain of command. Collect assessment results in a database to allow for ease of analysis.
- Provide written feedback, at least annually, to the Operations Specialist "A" and "C" schools.
- Host an annual conference of command center representatives to evaluate the standardization program and assess procedures.

RESOURCES: Resource management for the CCST is the responsibility of Training Center (TRACEN) Yorktown under the direction of the training manager, Commandant (G-WTT). G-WTT and the command center program manager, G-OPR, will work together to identify new resource requirements and advocate for them in the budget process. To date, funding has been secured through the budget process in the amount of \$225K recurring annually. There are currently eight billeted personnel, with an additional billet to upgrade the Team Supervisor to O4 requested for FY06.

RELATIONSHIPS:

Chain of Command and Daily Supervision – The CCST is a component of the National Search and Rescue School, which is a component of TRACEN Yorktown.

Programmatic Direction – G-OPR provides programmatic oversight to the CCST, coordinates feedback and program input from field commands and other headquarters program managers, and serves as the central point of contact and advocate at the headquarters level for all functional issues related to the CCST. G-OPR shall meet with appropriate representatives from TRACEN Yorktown and G-WTT at least semi-annually to review and discuss CCST performance and direction.